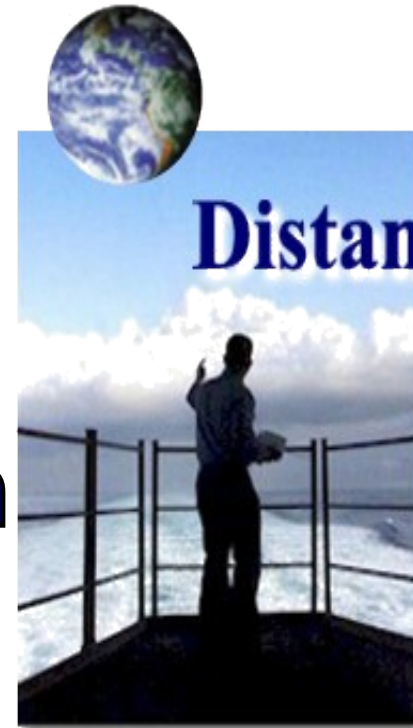


Distance Support Next Generation (DSNG)

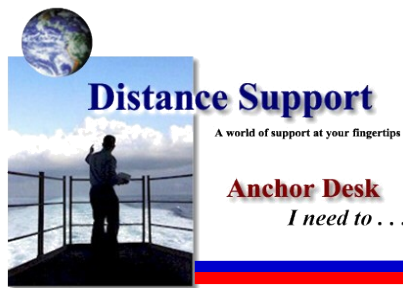


Distance Support

A world of support at your fingertips

Anchor Desk

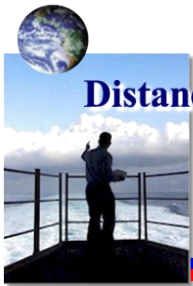
I need to . . .



DS Original Capability



- ◆ Single “Reach-Back Portal” for streamlined access to any data, information and shore subject matter expert support for fleet readiness
- ◆ The DS Environment
- ◆ Interactive Portal (www.anchordesk.navy.mil)
 - Content access via Shared Data Environment
 - Organized links to a coalition of web based content providers..(ie training, medical, etc)
- ◆ Collaboration Tool Suite (tele-tools & collaboration software)
 - Problem capture and filing portable hardware (Kit A & B)
 - On-line assistance to experts
- ◆ Customer Help Desk (Navy Integrated Call Center)
 - 24/7 support
 - Shore advocate for the Customer
 - POC for Trouble Call status and tracking



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DS Functional Architecture

Battle Group Network



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Shore Network

Customer Supt

- NICC (24/7)

Feedback

- FCFBR
- NTFS
- PMS Feedback
- Eforms
- Tech Solutions

*Email
Phone
Naval Message*

DS Portal

*Browser
➤ IE*



*Browser
➤ IE*

Distance Support Portal

- Chaplain & Spiritual Support
- Information Technology
- Medical
- Operational
- Ordnance
- Personnel / Quality of Life
- Supply
- Technical Systems / Equip
- Training

Toolbox

- Call/Email for Assistance
- Collaboration Tools
 - Sametime® Chat
 - NetMeeting®
 - Support Kit
- Submit a Question Online
- Submit a Deficiency Report
- Submit a Tech Solution

HTML

- portal user's guide
- more about distance support
- site map
- metrics
- search
- home

Internet

Functional Information Organization

- Spiritual
- IT
- Medical
- Operational
- Ordnance
- Personnel
- Supply
- Technical
- Training

Organization

- Chaplain
- SPAWAR
- BuMed
- BuPer
- NAVSUP
- NAVSEA
- NAVAIR
- CNET

*NetMeeting
Sametime Chat*

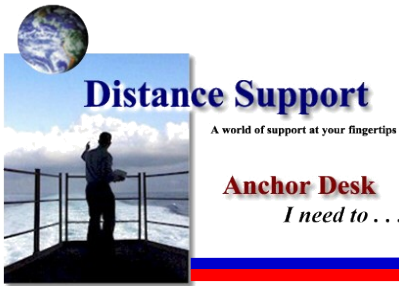
Collaboration

Web Sites

- ❖ Chaplain Care
- ❖ Chaplain Svcs
- ❖ LifeLines
- ❖ JDMS
- ❖ Interact Medical
- ❖ Naval TeleMed
- ❖ TeleLibrary
- ❖ NLLS
- ❖ SHAPEC
- ❖ LIDOL
- ❖ Mobile Fleet Supt
- ❖ NALC
- ❖ ROLMS
- ❖ BuPers
- ❖ Detailer Info
- ❖ Navy Housing
- ❖ Check Outfitting
- ❖ COSAL
- ❖ One Touch
- ❖ Lockheed Supt
- ❖ SALTS
- ❖ JATDI
- ❖ Tech Assist
- ❖ Sailor to Eng
- ❖ JCALS
- ❖ IBFT
- ❖ TMDE
- ❖ MUW Sys
- ❖ Navy E-Learning
- ❖ Fleet Train Tool
- ❖ Other.....



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DSNG Capability ...

Single “Reach-Back Portal” for streamlined access to any data, information and shore subject matter expert support for fleet readiness

- ◆ The DSNG Environment
- ◆ DS Original Capability
 - Interactive Portal
 - Collaboration Tool Suite
 - Navy Integrated Call Center (NICC)
- ◆ Platform Resident Content Management
 - Intelligently Profiled Data
 - Cross functional association
- ◆ Focus Data Distribution
 - Portable/Rotation capable wireless Sensor Set
 - Mobile data Access
- ◆ Condition Based Logistics Application Set
 - Real Time Condition and Decision Analysis & Predictive Feedback
- ◆ Knowledge Mining and Facilitation



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DS Next Generation (DSNG) Functional Architecture

BG Network

Thin Client

• IE Browser



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Web/Business Applications

- Condition Based Logistics
- Platform Resident Content Mgmt

Portal



Server App

Replication

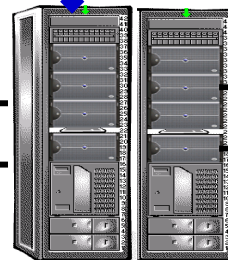
NTCSS / MLDN

Navy Network

Knowledge Management Center (KMC)

SOS

- Information
- Collaboration
- Customer Support
- Feedback
 - Forms
 - Messages



Web/Business Applications

- Knowledge Mining & Facilitation



Commercial Network



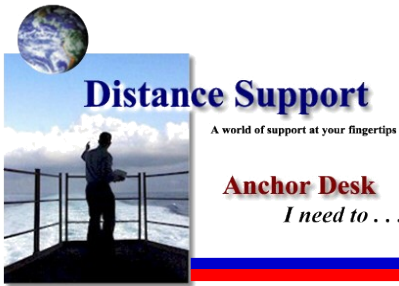
E*TRADE
It's your money.





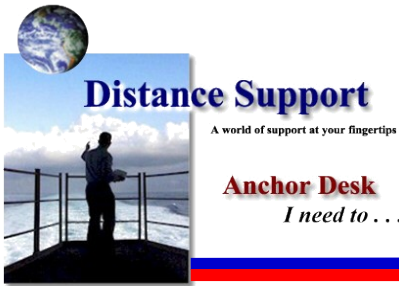
Platform Resident Content Management Process Description

- ◆ Intelligently Profiled Data
 - ◆ Content access via Shared Data Environment
 - ◆ Perform Predictive ILS Readiness Requirements (PIRR) Analysis
 - Prioritized list of most likely failures
 - ◆ Index list of items to be provided on ship (Ship Profile)
 - Provide appropriate Content on Platform Resident Server
 - Provide appropriate Supply Inventory
 - Manage training requirements
- Cross Functional Association
 - ◆ Establish cross association for functional areas
 - Maintenance Documents to Personnel Records to Training to Supply
 - Information bundled to perform mission



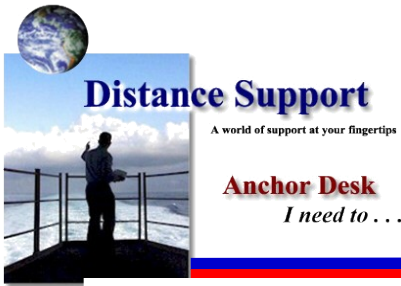
Condition Based Logistics Application Set Description

- Real Time Condition and Decision Analysis & Predictive Feedback
 - ◆ Initial Predictive ILS Readiness Requirements (PIRR) Run
 - CASREP
 - 3M
 - Navy aggregate trends
 - Ship History
 - ◆ Wireless Sensor Feedback
 - Placement on PIRR prioritized list
 - Sensor data entered into PIRR
 - ◆ Continuous PIRR Ship Display
 - Predictive feedback to ship
 - GUI interface and presentation



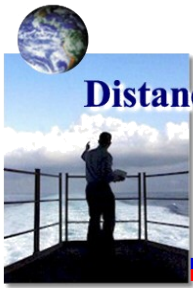
Focus Data Distribution Description

- Portable and Rotation Capable Wireless Sensor Set
 - ◆ Wireless Data transmission for last 100 feet
 - ◆ Server based ultra-thin client
 - 6 PCs plus work centers
- Mobile Data Access
 - ◆ Multi-Access Points throughout ship
 - IR and RF distributed wireless hubs
 - ◆ Added mobile devices ... PDAs, PEDs etc
 - ◆ Maintenance GUI Interface



Knowledge Mining and Facilitation Description

- Data mining and conversion to knowledge
 - ◆ Pre-position of information
 - Facilitate indexing
 - Facilitate intelligent contextual search
 - ◆ Minimize ship server load
- Facilitation of Authoritative Data Sources to fit ship requirements
 - ◆ NICC Metrics
 - ◆ Lessons Learned
 - ◆ Process valued information



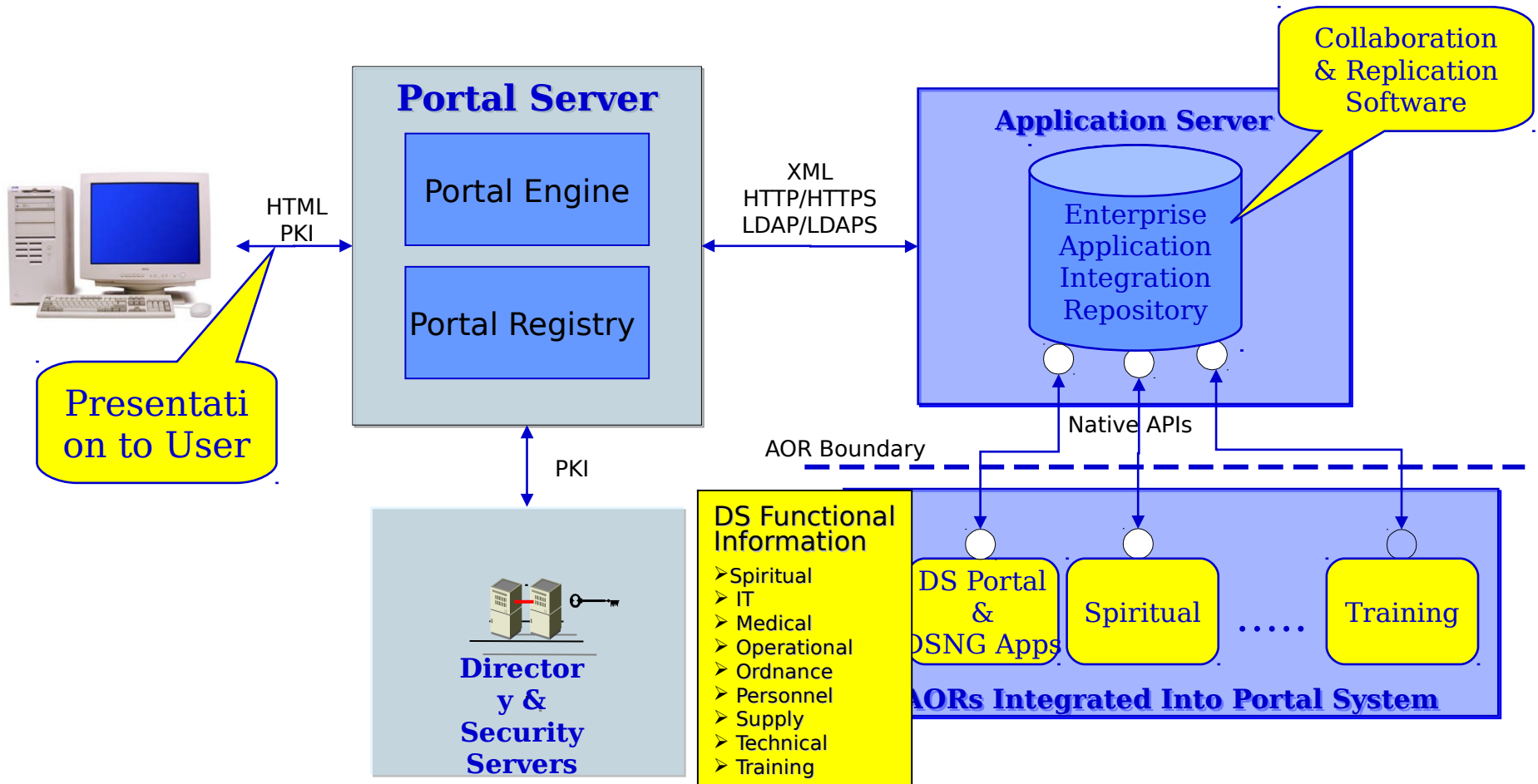
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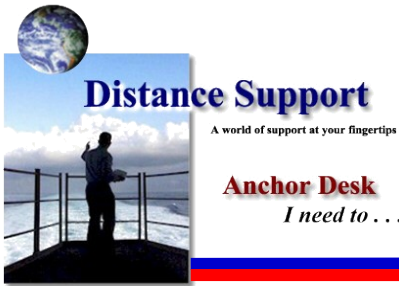
Anchor Desk

I need to . . .

TFW/DS/DSNG Baseline System



Baseline System Located at Each NMCI NOC, NCTAMS, and Afloat Units



Summary

- ◆ Distance Support Next Generation builds on DS business processes to provide focus logistics for ship readiness
 - ◆ Information bundling and cross functional presentation
 - ◆ Predictive analysis as a driver (PIRR tool)
 - Post Deployment workup
 - Virtual COSAL
- ◆ Collaboration Tool Suite is expanded (tele-tools & collaboration software)
 - ◆ Wireless sensors
 - ◆ Mobile devices
 - ◆ Platform resident data with replication
- ◆ Teaming and Pilots are continuing at a greater pace
 - ◆ Consideration in design for TFW, NMCI, ERP
 - ◆ Teaming with SPAWAR NTCSS, Smartship TSM, CNET NLC
 - ◆ PACFLT and LANTFLT MME initiatives